

14 FAH-5 H-430 FORWARDING OR RETURNING MAIL

*(CT:DPO-1; 11-14-2013)
(Office of Origin: A/LM)*

14 FAH-5 H-431 GENERAL INSTRUCTIONS FOR ALL MAIL THAT WILL BE FORWARDED OR RETURNED

(CT:DPO-1; 11-14-2013)

- a. Date-stamp the back of each piece of mail receiving directory service to indicate the date of receipt. If directory mail is not processed on the date of receipt, annotate the date forwarded or returned to the sender. If the computerized directory database annotates on the gummed label the date that directory service was provided, date stamping on the back of the piece of mail is not required.
- b. Completely cover any barcode that may be printed on the front and back of the envelope. If not covered, United States Postal Service (USPS) automation may re-read the barcode and redirect the mail back to post.
- c. Make endorsements neat and legible, using the minimum space required. Use rubber stamps or gummed labels, if available, for endorsements.
- d. Place endorsements on the front of mail, when possible. Put the forwarding address below and to the right of the original address. After using all available space on the front of the mail, write "Over" on the front and place additional endorsements on the back. Do not write, stamp, or cover the name of the addressee.
- e. If there are return receipts, leave the receipts attached to the article. Show the reason for non-delivery on the return receipt, then initial and postmark the record.
- f. Provide voting and balloting material directory service immediately. If the material is undeliverable, and a forwarding address is not known, annotate the reason for non-delivery on the material and return it to the sender. Do not hold this type of mail for personnel due to arrive, unless they are due within 30 days of receiving the material. Tie all returned or forwarded balloting material on top of letter bundles before putting into an outgoing mail bag.

14 FAH-5 H-432 MAIL FORWARDING AND DIRECTORY SERVICE

(CT:DPO-1; 11-14-2013)

Directory Mail is mail that is undeliverable as addressed. It usually falls into one of three categories:

- (1) The mail is for a person at post, but the mail clerk cannot determine the correct addressee because the mail piece is incorrectly or incompletely addressed;
- (2) The mail is for a person known by the mail clerk to have departed post; or
- (3) The mail is for a person unknown to the mail clerk.

14 FAH-5 H-432.1 Mail That Is Deliverable But Improperly Addressed

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- a. When improperly addressed mail is received by the Diplomatic Post Office (DPO) Clerk, first determine the correct addressee by checking the directory file:
 - (1) For First-Class and Priority Mail, check the directory file within 24 hours of receipt; and
 - (2) For mail received on weekends or holidays, check the directory file no later than the next working day.
- b. Once the mail has been identified as being addressed to an authorized customer present at post, write in omitted elements of the name, section, unit and box number, and place the mail in the mail receptacle.

14 FAH-5 H-432.2 Forwarding Mail For Transferred Employees

(CT:DPO-1; 11-14-2013)

- a. Mail received for a sponsor or family member who has departed post must be forwarded in accordance with USPS regulations. USPS forwarding guidelines vary depending on the mailer's endorsement type. The most common mailer endorsements are:

Address Service Requested
Forwarding Service Requested
Return Service Requested
Change Service Requested

- (1) Forward First Class, Priority, and Express Mail including Parcels to the new

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U.S. Department of State Foreign Affairs Manual Volume 14 Handbook 5
Diplomatic Post Office Handbook

address for 12 months after the sponsor's departure endorse with "Change of Address Due to Official Orders." After 12 months, endorse the mail "Return To Sender"; and

- (2) Forward periodicals (includes newspapers and magazines) to the new address for 60 days. Endorse this mail, "Advise Your Correspondent or Publisher of Your Correct Mailing Address," and, "Change of Address Due to Official Orders." Periodicals should be marked "return to sender" after 60 days only if the publisher has indicated "Address Service Requested" or has another similar endorsement. If there is no endorsement, dispose of periodicals after 60 days.
- b. Mail clerks must forward all single-rate First-Class, Priority, Standard Mail, and Package Service items annotated with either "Address Service Requested" or "Forwarding Service Requested," as applicable.
- c. For Standard Mail and Package Service without annotations, endorse with a forwarding address and forward to the addressee as "Postage Due."
- d. Endorse the mail with an "estimated arrival date" if the sponsor has permanently departed post and mail is being forwarded to another post.
- e. If the mail has an endorsement that restricts forwarding, return it to the sender.
- f. For further guidance contact the DPO-Answerperson@state.gov. It may be necessary for the Office of Diplomatic Pouch and Mail (A/LM/PMP/DPM) to coordinate with the USPS to answer your inquiry.

14 FAH-5 H-432.3 Mail For Persons Unknown At Post Or Persons Not Authorized DPO Service

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- a. If after checking the directory file and HR, an authorized addressee can't be confirmed, follow USPS regulations for returning the mail to sender. See 14 FAH-5 H-432.2 for instructions on forwarding mail.
- b. Return mail to the sender if it is addressed to personnel or elements at overseas locations that are not authorized DPO privileges (including mail addressed in care of an authorized user). Endorse the mail, "Addressee Not Authorized DPO Privileges." If the mail is addressed in care of an authorized sponsor, notify the DPO Supervisor and sponsor prior to returning it to sender.

14 FAH-5 H-433 DEAD LETTER MAIL

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Follow these procedures for Dead Letter Mail:

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U.S. Department of State Foreign Affairs Manual Volume 14 Handbook 5
Diplomatic Post Office Handbook

- (1) Mail that cannot be delivered, forwarded, returned to sender or mail that becomes "dead" for any reason:
 - (a) Forward all Express, First-Class and Standard Mail that cannot be forwarded or returned, to the accountable postmaster's Mail Recovery Center for disposition per Postal Operations Manual (POM) 692. Complete a Form PS-3849 showing the disposition of accountable mail; and
 - (b) Undeliverable as Addressed (UAA) periodical and standard mail must be handled in accordance with USPS regulations in DMM 507.
- (2) Undeliverable catalogs:
 - (a) Remove and destroy the wrapper, label, or both. (This also applies to catalogs bearing the endorsement "Return Service Requested.") Then give the catalog to any authorized patron or place it in the DPO lobby for patron use; and
 - (b) The Postal Officer has discretion to decide disposition of undeliverable catalogs. See 14 FAH-5 H-200.
- (3) Dispose of perishable items that carry a Required Delivery Date (RDD) and cannot be forwarded or returned before spoiling as waste. Also dispose of any perishables obviously spoiled upon receipt. Always destroy perishables in the presence of a witness. Notify the sender and addressee via official letter concerning the disposal and retain a copy of the notification in the office files.

14 FAH-5 H-434 THROUGH H-439 UNASSIGNED